

ASSIGNMENT

WHEREAS, we, Joseph Philip Bigus, residing at 5113 Highgrove Lane NW, Rochester, Minnesota 55901; Carol Ann Egan, residing at 2161 17th Street NE, Rochester, Minnesota 55906; Earl Walter Emerick, residing at 7805 11th Avenue NW, Rochester, Minnesota 55901; and Terry C. Reed, residing at 3322 Whalers Lane NW, Rochester, Minnesota 55901; made certain new and useful inventions and improvements for which we executed an application for Letters Patent of the United States filed on October 30, 2001 and accorded Serial No. 10/021,203, which is entitled PRODUCT SUPPORT OF COMPUTER-RELATED PRODUCTS USING INTELLIGENT AGENTS;

AND WHEREAS, INTERNATIONAL BUSINESS MACHINES CORPORATION, a corporation organized and existing under and by virtue of the laws of the State of New York, and having an office and place of business at New Orchard Road, Armonk, New York 10504 (hereinafter "Assignee") is desirous of acquiring the entire right, title and interest in and to said inventions, improvements and application and in and to the Letters Patent to be obtained therefor;

NOW THEREFORE, to all whom it may concern, be it known that for and in consideration of the sum of One Dollar and other good and valuable considerations, the receipt and sufficiency whereof is hereby acknowledged, we have sold, assigned, and transferred, and by these presents do sell, assign and transfer unto said Assignee, its successors or assigns, the entire right, title and interest for all countries in and to all inventions and improvements disclosed in the aforesaid application, and in and to the said application, all divisions, continuations, or renewals thereof, all Letters Patent which may be granted therefrom, and all reissues or extensions of such patents, and in and to any and all applications which have been or shall be filed in any foreign countries for Letters Patent on the said inventions and improvements, including an assignment of all rights under the provisions of the International Convention, and all Letters Patent of foreign countries which may be granted therefrom; and we do hereby authorize and request the Commissioner of Patents and Trademarks to issue any and all United States Letters Patent for the aforesaid inventions and improvements to the said Assignee as the assignee of the entire right, title and interest in and to the same, for the use of the said Assignee, its successors and assigns.

AND, for the consideration aforesaid, we do hereby agree that we and our executors and legal representatives will make, execute and deliver any and all other instruments in writing including any and all further application papers, affidavits, assignments and other documents, and will communicate to said Assignee, its successors and representatives all facts known to us relating to said improvements and the history thereof and will testify in all legal proceedings and generally do all things which may be necessary or desirable more effectually to secure to and vest in said Assignee, its successors or assigns the entire right, title and interest in and to the said improvements, inventions, applications, Letters Patent, rights, titles, benefits, privileges and advantages hereby sold, assigned and conveyed, or intended so to be.

AND, furthermore we covenant and agree with said Assignee, its successors and assigns, that no assignment, grant, mortgage, license or other agreement affecting the rights and property herein conveyed has been made to others by us and that full right to convey the same as herein expressed is possessed by us.

01/29/02
Date

Joseph Phillip Bigus
Joseph Philip Bigus

2/12/02
Date

Carol Ann Egan
Carol Ann Egan

01-28-02
Date

Earl Walter Emerick
Earl Walter Emerick

02/08/02
Date

Terry C. Reed
Terry C. Reed

DECLARATION, POWER OF ATTORNEY, AND PETITION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

PRODUCT SUPPORT OF COMPUTER-RELATED PRODUCTS USING INTELLIGENT AGENTS

the specification of which (check one below):

- ☐ is attached hereto.
- ☒ was filed on October 30, 2001 as Application Serial No. 10/021,203 or Express Mail No. , and was amended on October 30, 2001 (if applicable).
- ☐ was filed on as PCT International Application No. , and as amended under PCT Article 19 on (if any).

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose to the United States Patent and Trademark Office all information known to me to be material to patentability as defined in Title 37, Code of Federal Regulations §1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, §119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s)

Priority Claimed?

(Number) (Country) Day/Month/Year Filed

() Yes () No

(Number) (Country) Day/Month/Year Filed

() Yes () No

(Number) (Country) Day/Month/Year Filed

() Yes () No

I hereby claim the benefit under Title 35, United States Code, §120 and/or §119(e) of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, §112, I acknowledge the duty to disclose to the United States Patent and Trademark Office all information known to me to be material to patentability as defined in Title 37, Code of Federal Regulations §1.56, which became available between the filing date of the prior application and the national or PCT international filing date of this application.

(Serial No.) (Filing Date) (Status: Patented, Pending, or Abandoned)

(Serial No.) (Filing Date) (Status: Patented, Pending, or Abandoned)

(Serial No.) (Filing Date) (Status: Patented, Pending, or Abandoned)

I hereby appoint John D. Poffenberger (R. No. 20,245), Bruce Tittel (R. No. 22,324), Donald F. Frei (R. No. 21,190), David J. Josephic (R. No. 22,849), A. Ralph Navaro, Jr. (R. No. 23,050), David S. Stallard (R. No. 25,930), J. Robert Chambers (R. No. 25,448), Gregory J. Lunn (R. No. 29,945), Kurt L. Grossman (R. No. 29,799), Clement H. Luken, Jr. (R. No. 32,742), Thomas J. Burger (R. No. 32,662), Gregory F. Ahrens (R. No. 32,957), Wayne L. Jacobs (R. No. 35,553), Kurt A. Summe (R. No. 36,023), Kevin G. Rooney (R. No. 36,330), Keith R. Haupt (R. No. 37,638), Theodore R. Remaklus (R. No. 38,754), Thomas W. Humphrey (R. No. 34,353), Scott A. Stinebruner (R. No. 38,323), Thomas W. Flynn (R. No. 21,097), Joseph R. Jordan (R. No. 25,686), C. Richard Eby (R. No. 25,854), David E. Pritchard (R. No. 38,273), David H. Brinkman (R. No. 40,532), J. Dwight Poffenberger, Jr. (R. No. 35,324), Beverly A. Lyman, Ph.D. (R. No. 41,961), Kristi L. Davidson (R. No. 44,643), P. Andrew Blatt, Ph.D. (R. No. 44,540), David E. Jefferies (R. No. 46,800), William R. Allen, Ph.D. (R. No. 48,389), all of Wood, Herron & Evans, L.L.P., 2700 Carew Tower, 441 Vine Street, Cincinnati, OH 45202-2917, telephone

no. (513) 241-2324, and William J. McGinnis, Jr. (R. No. 25,698), James R. Nock (R. No. 42,937), Steven W. Roth (R. No. 34,712), Leslie J. Payne (R. No. 26,378), Grant A. Johnson (R. No. 42,696), Robert R. Williams (R. No. 48,395), John E. Hoel (R. No. 26,279), Christopher A. Hughes (R. No. 26,914), Stanley B. Green (R. No. 24,351), and Joseph C. Redmond, Jr. (R. No. 18,753), care of INTERNATIONAL BUSINESS MACHINES CORPORATION, New Orchard Road, Armonk, New York 10504, my attorneys, with full power of substitution and revocation, to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith. Address all correspondence and telephone calls to

Scott A. Stinebruner
Wood, Herron & Evans, L.L.P.
2700 Carew Tower
441 Vine Street
Cincinnati, OH 45202-2917
Telephone (513) 241-2324

Wherefore I pray that Letters Patent be granted to me for the invention or discovery described and claimed in the foregoing specification and claims, and I hereby subscribe my name to the foregoing specification and claims, declaration, power of attorney, and this petition.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full name of Inventor Joseph Philip Bigus
Inventor's Signature Joseph Phillip Bigus Date 1/29/02
Residence City/State Rochester, Minnesota Citizenship U.S.
Post Office Address 5113 Highgrove Lane NW, Rochester, Minnesota 55901

Full name of Inventor Carol Ann Egan

Inventor's Signature Carol Ann Egan Date 2/12/02

Residence City/State Rochester, Minnesota Citizenship U.S.

Post Office Address 2161 17th Street NE, Rochester, Minnesota 55906

Full name of Inventor Earl Walter Emerick

Inventor's Signature Earl Walter Emerick Date 01-28-02

Residence City/State Rochester, Minnesota Citizenship U.S.

Post Office Address 7805 11th Avenue NW, Rochester, Minnesota 55901

Full name of Inventor Terry C. Reed

Inventor's Signature Terry C. Reed Date 02/08/02

Residence City/State Rochester, Minnesota Citizenship U.S.

Post Office Address 3322 Whalers Lane NW, Rochester, Minnesota 55901